

## Family Outcomes and the Family Survey – Transcript

### **Slide 1**

Family Outcomes and the Family Survey: Improving Experiences and Outcomes for Families in Early Intervention.

### **Slide 2**

Family outcomes and why they matter: Families, along with their early interventionists, can change a child's developmental trajectory enabling them to develop better routines, improve quality of life, and get the services and supports their child and family need. The goal of early intervention is to help families care for their children and to have the resources they need to participate in their own desired family and community activities.

### **Slide 3**

Five family outcomes were identified by the Early Childhood Technical Assistance Center, with extensive input from stakeholders. They are: 1. Families understand their child's strengths, abilities, and special needs.; 2. Families know their rights and advocate effectively for their child.; 3. Families help their child develop and learn.; 4. Families have support systems.; and 5. Families access desired services, programs, and activities in their community.

### **Slide 4**

The family outcomes federal reporting requirements for Part C programs was developed from the five outcomes.

States are required to report on the percent of families participating in Part C who report that early intervention services have helped the family:

a. know their rights; b. effectively communicate their children's needs, and; c. help their children develop and learn.

### **Slide 5**

States can choose how they collect this data for reporting to OSEP. Virginia selected a survey called the NCSEAM to gather information from families. We rely on families telling us about their experiences in early intervention to determine if our work is effective.

### **Slide 6**

Why did we select this survey?

### **Slide 7**

VA uses a 22-item “Impact on Family Scale” or IFS developed by NCSEAM to measure the extent to which early intervention helped families achieve positive outcomes. Questions were chosen by a variety of stakeholders, which included parents as well as practitioners. This scale measures the family’s perception of EI effectiveness. Virginia chose to add an additional 4 questions that address family satisfaction with early intervention.

### **Slide 8**

This is a copy of the survey from 2021. It remains in the same format for this year. Families can choose agreement statements ranging from “very strongly disagree” to “very strongly agree.” The 4 questions added by Virginia appear on a second page along with demographic information (but no identifying information is collected, making the responses anonymous). This document can also be found on the ITCVA website.

### **Slide 9**

How is the survey scored? Each item receives a score based on response. Items marked as “strongly agree” and “very strongly agree” receive more weight than items marked as “agree.”

In other words, “yes, absolutely” holds more weight than “sure, I guess so.” This helps us know with a higher degree of confidence that early intervention really did help the family. We partner with ODU's Social Science Research Center to distribute surveys and track responses. Once the collection period is over, the data is compiled and analyzed for us by ODU. You can find more information about our results (statewide and local) on the ITCVA website.

### **Slide 10**

To prepare for the family survey, it will help to understand the process from start to finish.

### **Slide 11**

After a reminder flyer is sent out in mid to late February, surveys are sent to families via email or mail beginning in March of each year. A QR code is included on the paper survey to link families to the online version if desired. A second wave of paper surveys is distributed to all families who have not completed the survey by early April along with email reminders. After this second wave, localities with less than 15 responses are identified and phone call surveys are initiated in these localities.

ODU receives all the surveys and compiles the data.

Finally, ODU analyzes the data and provides us with thorough reports regarding our state results and the results of each locality.

### **Slide 12**

Who should be talking about the survey? Everyone, of course! Providers and service coordinators alike. It is important that we let families know that the survey is coming so they know what to expect.

We should also make sure we have accurate email addresses, mailing addresses, and phone #'s. Everyone is responsible for ensuring that we have up-to-date contact information for families.

### **Slide 13**

Familiarize yourself with the survey questions. How can you use the survey questions to improve on the service you provide families? Are you addressing the outcomes the survey measures in your work?

Let families know that their response matters and is needed. It's ok to talk about the survey with families and let them know what kind of information we aim to learn from it.

Here are some talking points that might be useful:

Last year, only 22% of our families responded – that means almost 80% of our families' voices went unheard!

In order to benefit the most families, we need to hear from everyone!

It's ok to follow up and ask if they got the survey. If you suspect there may be a language barrier, connect them to resources to help with this.

### **Slide 14**

Recently, we took a closer look at response rates and email collection. Here is what we found-

-Of the top 5 localities with the highest response rate, all had emails for at least 50% of their clients

-We also learned that 4 of the 5 localities with the lowest response rate had emails for less than 50% of their clients

Out of 2180 completed surveys in 2023, 1533 were completed online. This tells us that the majority of our respondents are completing the survey online!

If your locality can increase email collection, your response rate is likely to increase. You can assure families with confidence that we will not litter their inbox with spam and their responses via the link contained in the email are confidential.

### **Slide 15**

Improving experiences for families is the goal of the survey.

### **Slide 16**

This is an example of one locality's survey results, item by item. Each year each ITC receives this report based on the responses from the families they serve. It's a good idea to gather as a team and talk about the results. By reviewing your locality's results in this format, you can easily identify areas needing improvement and celebrate the areas of strength. You can see the rate of response for all levels of agreement, from "does not apply" to "very strongly agree." On the next slide we will delve a little deeper into the results.

### **Slide 17**

On the right of this slide, there are several survey questions. These were the lowest scoring questions overall based on Virginia's statewide data. Each of these questions can be addressed by the activity listed on the left: link families to resources in their community to help them build relationships and support systems. To improve these scores, a system may want to review the community resources they share with families, and the timing of when they share them.

Is the list of resources complete? Does it address the needs of a diverse populations, individually tailored to your locality. Can you add to them as you learn about more and develop relationships with various groups? Are the resources shared multiple times throughout a family's time with early intervention, not just at entry, giving them the space to learn what they need overtime? Try recommending a new resource periodically as the family becomes more aware of their needs.

### **Slide 18**

Here we have 3 survey items that received the highest agreement ratings overall based on Virginia's statewide data. We can consider these items and celebrate what we are doing well in these areas.

Think about what your system is doing that contributes to success in these areas and be sure to continue those efforts.

### **Slide 19**

This concludes the family outcomes and the family survey presentation. Thank you for watching. To learn more about family outcomes and the family survey, visit the links below.